

Civic Access (CA)

Requesting Inspections



**City of
Helena**

Civic Access Overview 1

Home Page, Main Menu Bar..... 1

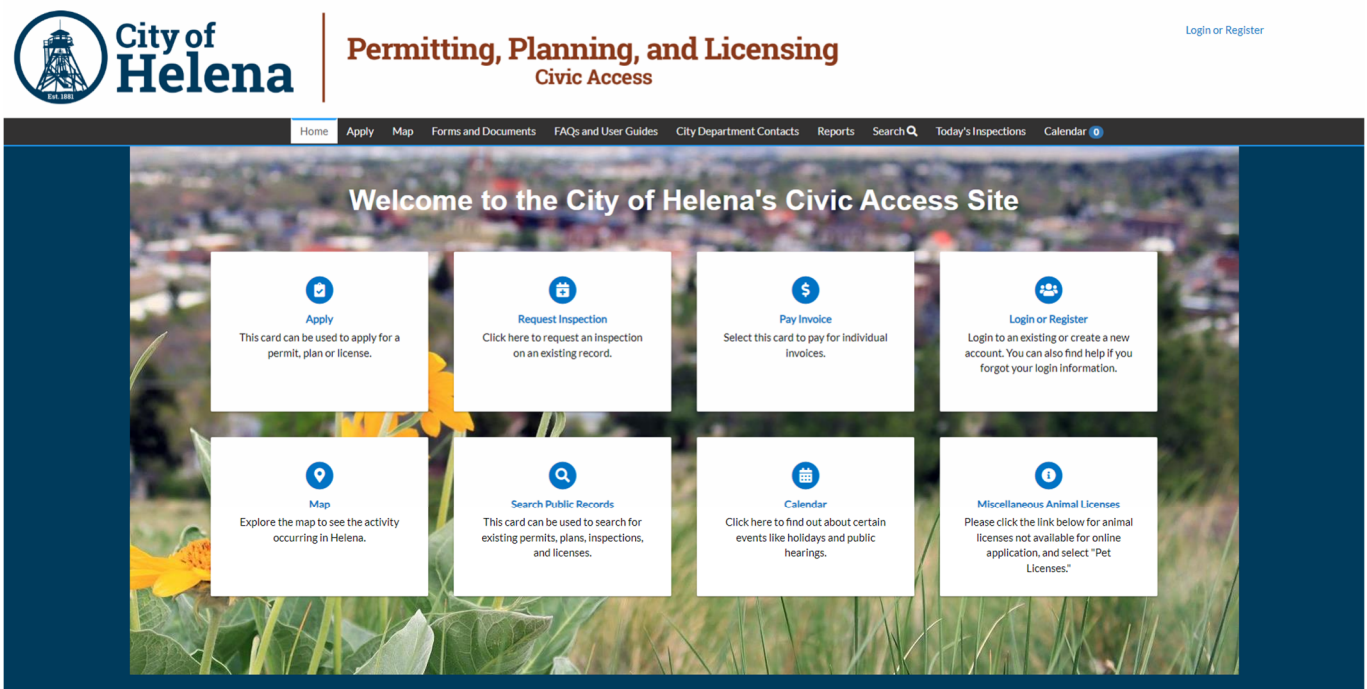
Request Inspections 2

Civic Access Overview

These series of guides describe how public users and registered users access the City of Helena’s Civic Access online portal. Civic Access is a public-facing application that allows our customers to interact with land management, permitting, planning, and licensing processes administered by the City of Helena. Users can search and apply for permits, plans, and licenses; search for parcels, projects, construction projects; renew licenses, and schedule inspections.

Home Page, Main Menu Bar

Our public can view the Home, Apply, Map, Report, Pay Invoices, Search, Calendar, and other options from the menu bar.



Request Inspections

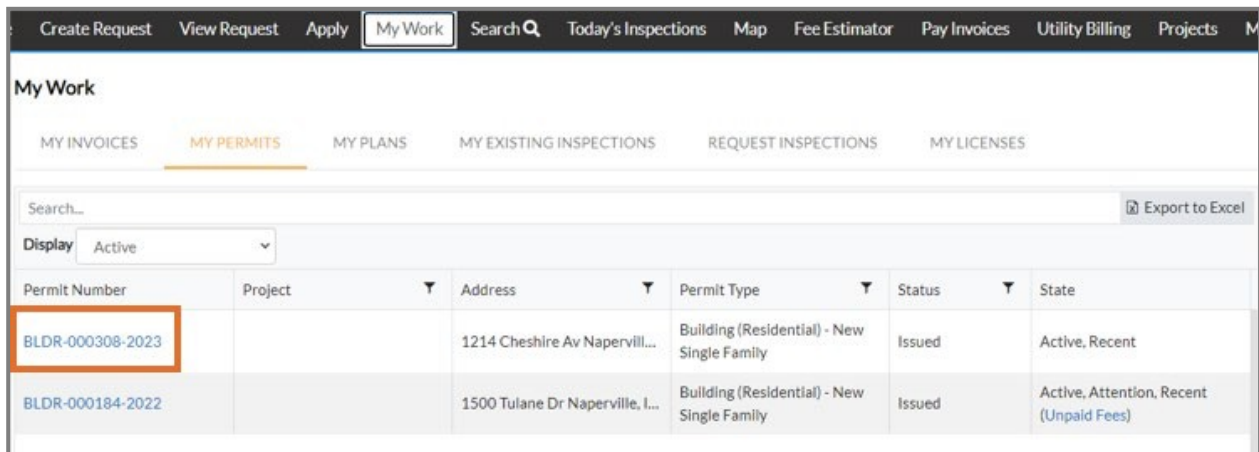
You can request an inspection through Civic Access after a permit has been issued or certain plan types have been approved. This guide uses a permit as an example for requesting an inspection, but the process is similar for other records that allow you to request inspections. Customers must be registered users and a contact associated with the case. Inspection requests interact with the inspection-related data on the dashboard.

To request an inspection:

1. Click **Dashboard** in the menu.
2. Click the **Active card** in the My Permits section.

Civic Access displays the My Work page and active permits by default.

3. Click the **Permit Number** of the desired permit for which you would like to request an inspection.

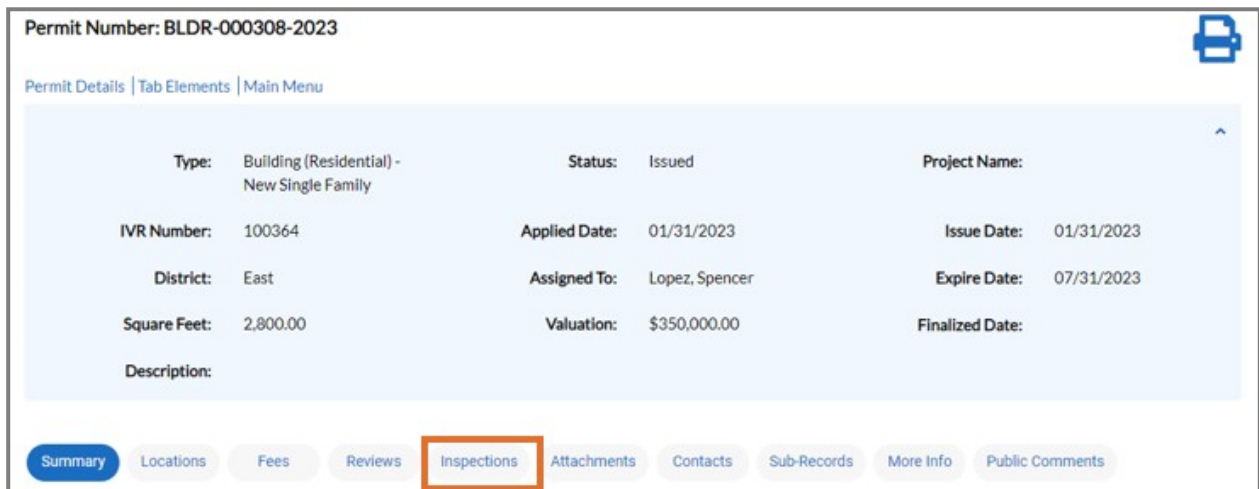


Permit Number	Project	Address	Permit Type	Status	State
BLDR-000308-2023		1214 Cheshire Av Naperville...	Building (Residential) - New Single Family	Issued	Active, Recent
BLDR-000184-2022		1500 Tulane Dr Naperville, I...	Building (Residential) - New Single Family	Issued	Active, Attention, Recent (Unpaid Fees)

NOTE Customers also can request inspections through the My Work REQUEST INSPECTIONS tab. For more information, please refer to the [Request Inspections section](#).

Civic Access displays the permit.

4. Click the **Inspections** tab.



Permit Number: BLDR-000308-2023

Permit Details | Tab Elements | Main Menu

Type:	Building (Residential) - New Single Family	Status:	Issued	Project Name:	
IVR Number:	100364	Applied Date:	01/31/2023	Issue Date:	01/31/2023
District:	East	Assigned To:	Lopez, Spencer	Expire Date:	07/31/2023
Square Feet:	2,800.00	Valuation:	\$350,000.00	Finalized Date:	
Description:					

Summary | Locations | Fees | Reviews | **Inspections** | Attachments | Contacts | Sub-Records | More Info | Public Comments

5. Mark **Action** on the row for the desired inspection. You may request more than one inspection at the same time.
6. Click **Request Inspection**.

Request Inspections

Description	Reinspection	Action
Foundation Wall Inspection	No	<input type="checkbox"/>
Concrete Slab Inspection	No	<input type="checkbox"/>
Floor Framing Inspection	No	<input type="checkbox"/>
Wall Framing Inspection	No	<input type="checkbox"/>
Final Building Inspection	No	<input type="checkbox"/>
Final Fire Inspection	No	<input type="checkbox"/>

[Request Inspection](#)

NOTE If the case workflow is not complete in EPL up to the inspection step (based on the priority), Civic Access does not display the Action settings.

Civic Access displays the Request Inspections page.


7. Click the **calendar** and select a **date** for the inspection.

Request Inspections (1)

1 #BLDR-000308-2023

Inspection Type: Foundation Wall Case Type: Building (Residential) - New Single Family

Address: 1214 Cheshire Av Naperville, IL 60540

* Requested Date 

Comments/Gate Code

8. Type **comments or a gate code** as desired.
9. Click **Submit**.

Comments/Gate Code

Civic Access displays the inspection information and a green checkmark if it is successfully requested.

1 Case #BLDR-000308-2023


Inspection Type: Foundation Wall

Case Type: Building (Residential) - New Single Family

Address: 1214 Cheshire Av Naperville, IL 60540

Requested Date 02/10/2023

Comments/Gate Code Call ahead so contractor can meet you.
Tim Taylor - 112-234-1234

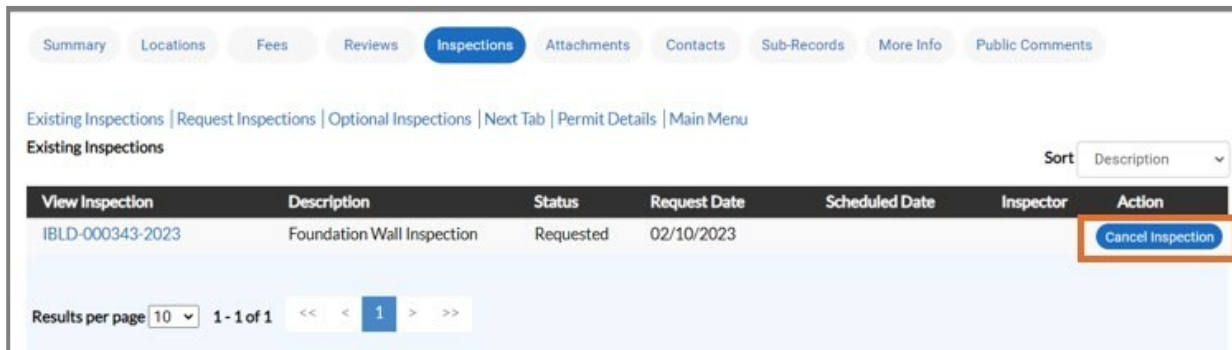


10. Click **Back** to navigate back to the case details.

Civic Access displays the requested inspection in the Existing Inspections section.

11. Click **Cancel Inspection** to cancel the inspection.

Once scheduled by the permitting staff, Civic Access does not display the Cancel Inspection button.



Summary Locations Fees Reviews **Inspections** Attachments Contacts Sub-Records More Info Public Comments

Existing Inspections | Request Inspections | Optional Inspections | Next Tab | Permit Details | Main Menu

Existing Inspections Sort Description ▾

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
IBLD-000343-2023	Foundation Wall Inspection	Requested	02/10/2023			Cancel Inspection

Results per page 10 ▾ 1 - 1 of 1 << < 1 > >>

You are only able to “Request” an inspection using the Civic Access portal. A Building Department team member must schedule it. We will make every attempt to schedule as requested but it may be scheduled for a day that was not requested, based on inspector availability. You must check your Dashboard to verify the date your requested inspect has been scheduled for.